

DANIA M. KARLOFF, CDP
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SUMMARY

Senior Information Technology professional with extensive experience in public sector environments. Recognized as a high achiever with remarkable dedication, enthusiasm and passion for the I.T. profession. Proven success with the implementation of Information Technology solutions in a multi-site environment. Customer focused.

EDUCATION

Bachelor of Arts - Latin American Literature

University of La Habana, Cuba

Master of Public Administration

Old Dominion University, Norfolk, Virginia

PROFESSIONAL EXPERIENCE

City of Chesapeake, Chesapeake, VA, 10/73 to present

Information Technology Director 2001 to present

I.T. Director responsible for providing leadership and planning in all aspects of information technology for a large municipality with an operational budget of \$ 7.5 million and 60 full-time employees.

- Developed a strategic plan that is aligned and supports the overall organization's business plans, goals and strategies.
- Developed and implemented a nationally recognized e-government program that provides expanded services to citizens, businesses and City staff.
- Implemented a Customer Call Center which provides citizens with one point of contact for information and service requests.
- Implemented a comprehensive and integrated ERP Financial system to support the needs of the City.
- Implemented a four year PC Replacement plan that refreshes technology and removes outdated equipment resulting in standardization and enhanced productivity.
- Led the implementation of a \$19 million 800 MHz trunked radio system to support public safety and emergency personnel.
- Developed and implemented an effective GIS system with over one-hundred layers of data and thousands of photographs, available to City staff and citizens via the City's website.
- Implemented a Staff Development plan to enhance employees' performance and job satisfaction.
- Successfully implemented an I.T. Help Desk to assist over 3,000 internal customers resulting in increased customer satisfaction and I.T. response time.
- Transitioned from a mainframe based VM/VSE environment to multiple platforms using "best fit" criteria.

Assistant Director of I.T 6/95 to 10/2001

MicroComputer Coordinator 6/87 to 6/96

Senior System Analyst 6/81 to 6/87

Programmer/Analyst 10/73 to 6/81

PROFESSIONAL AFFILIATIONS

Metropolitan Information Exchange

Valgite

Hampton Roads I.T. Directors

Tidewater CIOs

SPECIAL MENTION

City Manager's Award

Charter Member of Toastmaster's International

Chesapeake Star Performance Award

DPMA Region 8 Recognition